

*For distribution to all state employees*

## **Access earnings statements online? Contact DOP to resolve password issues**

The state's Human Resource Management System (HRMS), is converting to centralized security. This will shift responsibility for user password issues from your agency to the Department of Personnel (DOP). **YOUR AGENCY NAME** will complete the conversion on **CONVERSION DATE**.

### **Why this is important to you**

Most state employees no longer receive printed earnings statements. They use HRMS's **Employee Self Service (ESS)**, to view their payroll earning statements online. ESS is accessed by entering your personnel number and password at the HRMS portal (<https://wahrms.wa.gov/irj/portal>). You can also use ESS to update personal data stored in HRMS; such as addresses and phone numbers, email addresses, and emergency contact information. In the near future, many state agencies will begin using ESS to access an automated leave process.

### **How the security change will affect most state employees**

If you forget your password, you can use the password reset feature at the portal. In minutes, a new password will be sent to the email address currently entered in your ESS personal information. [See instructions](#).

If you do not have an email entered in ESS, or you have problems accessing from the portal:

**Currently:** You contact your agency's HRMS security administrator to have your password reset.

**After Conversion:** You contact the DOP Service Center (Hours: 8 am to 5 pm)

**Phone:** 360-664-1960, Toll Free: 1-877-664-1960, **TTY:** 360-664-6211, **Fax:** 360-586-6235

**Email:** [information@dop.wa.gov](mailto:information@dop.wa.gov) **Web:** [Employee Self Service](#)

**How the security change will affect HRMS professional users**

HRMS professional users, generally human resources professionals, payroll staff, and data analysts, can access HRMS using a special interface loaded on their computer, or from the internet. Each professional user is assigned specific “roles” which designate the data they can access and the transactions they can complete. They have user IDs and passwords to access HRMS for business purposes.

**Currently:** You contact your agency’s HRMS security administrator for password resets, or role assignments.

**After Conversion:** For password resets, contact the DOP Service Center (Hours: 8 am to 5 pm)

**For role assignments,** you contact your Agency Security Requestor, who approves assignments and submits the changes to DOP.

**Phone:** 360-664-6400, **Toll Free:** 1-877-664-1960, **TTY:** 360-664-6211, **Fax:** 360-586-6235

**Email:** [servicecenter@dop.wa.gov](mailto:servicecenter@dop.wa.gov) **Web:** [HRMS Central Security](#)